

# Gold Coast Institute of Technology Student Handbook 2017



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# The Gold Coast Institute of Technology Student Handbook

## Student Handbook Information

This Information Booklet (Version 7) is produced by Gold Coast Institute of Technology and contains information about programs and courses administered by the Gold Coast Institute of Technology.

Every effort has been made to ensure the accuracy of the booklet at the time of printing. Please contact the Institute Registrar for updated versions.

Personal information provided by individuals is collected, used and stored by the Gold Coast Institute of Technology in accordance with the provisions of the Commonwealth Privacy Act 1998 and the National Privacy Principles prescribed by the Privacy Amendment (Private Sector) Act 2000.

The full Gold Coast Institute Privacy Policy is available in the student handbook found under publications in our website.

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## **Welcome to the Gold Coast Institute of Technology**

*We specialise in fun, innovative, practical learning & career pathways – not just theory!*

Our Philosophy encompasses first class customer service and the delivery of premium quality education. All Gold Coast Institute of Technology employees have a philosophy which is committed to assisting student's in furthering their careers and reaching personal goals.

Our trainers and assessors are highly qualified and have extensive industry experience, and are here to support you in your training program. The Gold Coast Institute of Technology team is proud to welcome you on board.

We trust that you will find the time we share challenging, rewarding and fun.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or further studies.

During your time with us, you will be exposed to a variety of experiences and challenges. We will also offer you an opportunity to build your confidence and motivation with a view to prepare you for a challenging career.

Upon enrolling you have rights and responsibilities, most of which are outlined in this book.

The quality of your experience at the Gold Coast Institute of Technology will depend largely on you commitment and motivation.

## Management of Gold Coast Institute of Technology



<b>Director</b>	Cem Ercan
<b>CEO</b>	Cem Ercan Email: <a href="mailto:ceo@gcinstitute.qld.edu.au">ceo@gcinstitute.qld.edu.au</a>
<b>Accounts Manager</b>	Cigdem Atalay Email: <a href="mailto:accounts@gcinstitute.qld.edu.au">accounts@gcinstitute.qld.edu.au</a>
<b>Operations Manager</b>	Michelle Brylowski
<b>Student Support Services</b>	Email: <a href="mailto:admin@gcinstitute.qld.edu.au">admin@gcinstitute.qld.edu.au</a>

### ***Code of Practice***

As a Registered Training Organisation Gold Coast Institute of Technology, has agreed to operate within the Principles and Standards of the National VET Regulator. This includes a commitment to Mutual Recognition which means that Gold Coast Institute of Technology recognise the training qualifications issued by other Registered Training Organisations.

### ***Legislative Requirements***

The Gold Coast Institute of Technology will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations, Privacy and Vocational Placement Standards will be met at all times.

### ***Access and Equity***

All students will be recruited in an ethical and responsible manner, consistent with the requirements of the curriculum or National Training Package. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

### ***Quality Management Focus***

The Gold Coast Institute of Technology has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

### ***Student Service***

We have sound management practices to ensure effective student service. In particular we have student service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines. Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Grievance and Appeal Policy, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those students requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and students. Our student information will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

### ***External Audit***

The Gold Coast Institute of Technology has agreed to participate in monitoring and audit processes. This covers random compliance audits, audit following complaint, compulsory Department of Education and Training Queensland Government audit and audit for the purposes of re-registration.

### ***Management and Administration***

The Gold Coast Institute of Technology has policies and management strategies which ensure sound financial and administrative practices. The Gold Coast Institution of Technology's financial practices safeguard student fees until used for training/assessment. We have a **Refund Policy**, which is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request. As required by the National VET Regulator, Trainee records of attainment of units of

competency and qualifications are kept for a period of 30 years. The Gold Coast Institute of Technology has adequate insurance policies.

### ***Marketing and Advertising***

The Gold Coast Institute of Technology markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

### ***Course Information***

Course information will be provided additional to this handbook

### ***Vocational Outcomes***

Vocational Outcomes for courses are provided additional to this handbook

### ***Credit Transfer Policy***

Credit Transfer – means credit towards a Qualification or Statement of Attainment granted to students on the basis of outcomes gained by a student through participation in the same unit of competency in other courses or qualifications with another Registered Training Organisation.

### ***Mutual Recognition***

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by the Gold Coast Institute of Technology. If you believe you are eligible for credit transfer mutual recognition please discuss this with your trainer who will assist you with this process.

### ***Change of personal or enrolment details***

You must advise Gold Coast Institute of Technology if your name or address changes after you have enrolled. This is critical to receive important information from Gold Coast Institute of Technology (e.g. results of Assessments). See main Reception for a Change of Address form.

Gold Coast Institute of Technology will not be held responsible for any costs incurred for the replacement of materials lost, due to a student not advising the college of any changes of address.

## ***Qualification/Certificate to be issued***

### **The Australian Qualifications Framework (AQF)**

Unlike many countries in which there is an unconnected system of qualifications, Australia has a single national and comprehensive system of qualifications which are the basis of the Australian Qualifications Framework (AQF). AQF qualifications are endorsed by Australian governments, so an AQF qualification is recognised all around Australia and by some other countries.

For more information about Australian education and training services, contact [www.training.gov.au](http://www.training.gov.au) or [www.deewr.gov.au](http://www.deewr.gov.au)

The Gold Coast Institute of Technology qualifications fit within the Australian Qualifications Framework (AQF).

### ***Qualification***

When a student has been assessed they can receive formal recognition of their competencies. This formal recognition of competencies leads to a Statement of Attainment or Qualification. To achieve a qualification, a person must achieve the full set of units of competence as specified in this document.

Qualifications certify the knowledge and skills a person has achieved through study, training, work and life experience. They are a measure of our 'intellectual capital' and increasingly important in a society where unskilled jobs have disappeared and continuous up skilling is required in all forms of work and in day-to-day life. The AQF helps all learners, employers and education and training providers to participate and navigate the qualifications system. Under the NVR, you can start at the level that suits you and then build up as your needs and interests develop and change over time. The framework assists learners to plan their career progression, at whatever stage they are within their lives and when they are moving interstate and overseas. In this way, the NVR supports national standards in education and training and encourages lifelong learning.

After achieving all competencies for a complete course or training package, students will be awarded with the relevant Qualification (i.e. Certificate, Diploma). A list of all units of competency will be included on or attached to the qualification.

### ***Statement of Attainment***

The Gold Coast Institute of Technology also offers pathways should a student achieve only some of the competencies from the training package or course, where they will be awarded a Statement of Attainment.

An AQF Statement of Attainment is a record of recognised learning which, although falling short of a full AQF qualification, may contribute towards a qualification outcome, either as partial completion of a course leading to a qualification, attainment of competencies within a Training Package, or completion of nationally accredited short course which may accumulate towards a qualification through RPL processes.

  
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*Real Training by Real Industry Experts!*

**STATEMENT OF ATTAINMENT**

*A statement of attainment is issued by an RTO when an individual has completed one or more accredited units*

This is to certify that

**Students Name**

has successfully completed the following units of competency



HLTW5003 Maintain work health and safety  
CHCE0009 Use an approved learning framework to guide practice (0-6yr Teacher)  
CHCE0011 Work legally and ethically

*These competencies form part of*

**CHC50113 Diploma of Early Childhood Education and Care**

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Michelle Brylowski Operations Manager

Dated this day: 20<sup>th</sup> March 2017  
 Certificate No: 0000  
 National Provider No: 40623



**NATIONALLY RECOGNISED TRAINING**

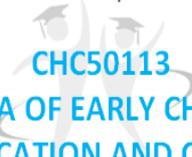
ABN 73 132 714 070 | Unit 17 Highgate Park, Archer QLD 4214 | Tel: 1800 347 732 | Fax: 5520 2344 | Email: info@goldcoastinstitute.edu.au | www.goldcoastinstitute.edu.au

  
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This is to certify that

**Students Name**

has fulfilled the requirements for



**CHC50113**

**DIPLOMA OF EARLY CHILDHOOD EDUCATION AND CARE**

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Michelle Brylowski-Operations Manager

Dated this day: 15<sup>th</sup> July 2017  
 Certificate No: 0000  
 National Provider No: 40623



**NATIONALLY RECOGNISED TRAINING**

The qualification is recognised within the Australian Qualifications Framework

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**ACADEMIC TRANSCRIPT**

**Students Name**

**CHC50113**

**DIPLOMA OF EARLY CHILDHOOD EDUCATION AND CARE**

**Units of Competency**

- HLTW5003 Maintain work health and safety
- CHCE0009 Use an approved learning framework to guide practice
- CHCE0011 Work legally and ethically
- CHCE0017 Foster the holistic development and wellbeing of the child in early childhood
- CHCE0018 Nurture creativity in children
- CHCE0016 Establish and maintain a safe and healthy environment for children
- CHCE0026 Work in partnership with families to provide appropriate education and care
- CHCE0032 Ensure the health and safety of children
- CHCE0033 Provide care for children
- CHCE0034 Provide and provide healthy food and drink
- CHCE0035 Provide care for babies and toddlers
- CHCE0037 Identify and respond to children and young people at risk
- CHCE0037 Develop positive and respectful relationships with children
- CHCE0032 Promote Aboriginal and/or Torres Strait Islander cultural safety
- CHCE0036 Develop cultural competence
- CHCE0030 Establish and implement plans for developing cooperative behaviour
- CHCE0021 Implement strategies for the inclusion of all children
- CHCE0023 Analyse information to inform learning
- CHCE0022 Promote children's agency
- CHCE0024 Design and implement the curriculum to foster children's learning and development
- BSB15002 Lead and manage effective workplace relationships
- BSB15002 Build and sustain an innovative work environment
- CHCE0001 Work with diverse people
- CHCE0019 Facilitate compliance in an education and care setting
- CHCE0025 Embed sustainable practices in service operations
- CHCE0002 Develop and implement policy
- CHCE0003 Reflect on and improve professional practice
- HLTA0004 Provide an emergency first aid in an education and care setting

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Michelle Brylowski-Operations Manager

Dated this day: 15<sup>th</sup> July 2017  
 Certificate No: 0000  
 National Provider No: 40623



**NATIONALLY RECOGNISED TRAINING**

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## **Assessment Policy**

The Gold Coast Institute of Technology assessment procedures comply with the principles of validity, reliability, fairness and flexibility. The assessment will be equitable for all students, taking into account their cultural and linguistic needs. The successful completion of a course requires demonstration of competency to workplace standard in all competencies of that course. A range of assessment practices are used by our staff to assess competency including:

- Practical demonstrations
- Practical demonstrations in a pre-approved workplace
- Problem solving
- Documents/folios
- Critical incident reports
- Journals
- Oral presentations
- Interviews
- Videos
- Visuals
- Case studies
- Projects
- Group projects
- Group discussions
- Examinations

### **Recognition of Prior Learning/Credits**

#### **Student Information**

Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Recognition of previous qualifications is the acknowledgment of skills and knowledge obtained through previous and current formal training, work or life experience.

Recognition is granted as a result of identifying and assessing your previous learning and current skills and knowledge against pre-determined performance standards from a learning module, unit or element of competency listed in an accredited training package or course. This recognition can be given at any stage through your learning program, not just at the beginning and the end. Different forms of evidence can be involved, but the process, result and the assessment principles remain the same.

RPL/RCC and the recognition of previous training is intended to allow learners to focus on developing new skills and knowledge, rather than re-learning or re-doing what they already know or have already done and can do. RPL/RCC assessment is carried out in a manner that is consistent with the Competency Based Principles of Validity, Reliability, Flexibility and Fairness.

#### **How can I tell if I'm eligible?**

At the time of your enrolment all Gold Coast Institute of Technology learners receive RPL/RCC information during induction. If you think any previous training, work or life skills may exempt you from any of units contained in your course discuss this with your trainer /assessor.

When seeking recognition or exemption and credits for previous learning the emphasis and responsibility focuses on the learner providing sufficient, current and valid evidence to support your recognition claim. Different types of evidence are involved and you must be prepared to present your evidence in an appropriate format and also "evidence" your skills and knowledge at assessment time. Depending on the qualification and/or units of competency different forms of evidence are involved, such as demonstration of skills, work documents, transcripts from previous training, projects, case studies and letters/reports from your employer. If you think you may be eligible talk to your Trainer/ Supervisor or assessor.

### **Legislation**

The Quality Policy lists the relevant acts and legislation relevant to the training provided by the Gold Coast Institute of Technology. We have included the following Web Page details to enable you to access and view this information yourself should you wish.

To find out about copyright requirements and obligations, visit the Australian Copyright Council's website at [www.copyright.org.au](http://www.copyright.org.au)

Legislative and regulatory requirements Qld. [www.training.qld.gov.au](http://www.training.qld.gov.au)

### **Access, Diversity and Equity Policy**

Gold Coast Institute of Technology recognises that particular groups of people in society have experienced and continue to experience, institutional disadvantage and unequal educational outcomes. Target groups include women, Aboriginal and Torres Strait Islanders, people of non-English speaking backgrounds, people with physical or intellectual disabilities, the long term unemployed and the rurally isolated.

Students will be individually interviewed and assessed on their eligibility for the service being provided. Selection will comply with equal opportunity legislation.

Students will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services.

Where a pre-requisite for training requires a particular level of literacy and numeracy, or other entry skills, a preliminary and ongoing assessment will be undertaken. This initial assessment is designed to be a non-threatening experience. Staff who have special skills in the area will conduct it. For assessing literacy and numeracy the staff member will have experience in conducting assessments and providing training.

To achieve these aims the Gold Coast Institute of Technology will:

- Ensure the establishment of non-discriminatory student selection procedures which encourage fair access for members of under-represented groups;
- Ensure the requirements of individual learners are accounted for in the strategic and operational planning processes;
- Provide learners with the opportunity to be involved in the planning and decision making processes on matters that affect them;
- Provide training programs and services that are accessible to all people in an environment that is free from harassment;
- Seek to provide access to a broad range of high quality support services that account for the diversity of clients and the needs of people under-represented in VET;
- Seek to provide opportunities for all people to achieve outcomes that meet their personal goals;
- Provide access to staff development to assist facilitators who deliver courses to under represented groups.

Gold Coast Institute of Technology recognises that equity and diversity considerations and initiatives go beyond extending a helping hand to the 'disadvantaged' and responding to legislative imperatives. Fair and equitable access to Vocational Education and Training (VET) can assist all Queenslanders to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism to demonstrate Gold Coast Institute of Technology commitment to State and National equity legislation and policy requirements including:

- Disability Discrimination Act (1992) Commonwealth
- Sex Discrimination Act (1984) Commonwealth
- Racial Discrimination Act (1975) Commonwealth
- National Strategy for the Education of Aboriginal & Torres Strait Islander People 1996- 2002
- Anti Discrimination Act (1991) Queensland
- Multicultural Queensland Policy (1998)

### **Equity**

Equity essentially means 'fairness'. In the VET context it means that people are provided with the opportunity to access, participate in and successfully achieve outcomes. Underpinning the principles of equity is the recognition by Gold Coast Institute of Technology

- that it is common for people to identify with more than one equity group;
- of the differences within and between equity groups;
- that each equity group does not experience the same type of disadvantage;
- there remain many common systemic barriers for equity groups.

### **Diversity**

Diversity recognises that many factors influence the ability of people to participate and succeed in vocational education, training and employment, including:

- prior educational experience;
- cultural diversity;
- language and or learning styles;
- goals and expectations;
- motivation;
- work and social experiences;
- gender;
- values and beliefs;
- religion;
- income;
- age;
- geographic location.

This policy aims to address the requirements of all potential and actual learners, seeking to participate in training with the Gold Coast Institute of Technology including specific equity groups such as:

- women;
- Indigenous Australian peoples;

- people with a disability;
- people from non-English speaking backgrounds;
- people with English literacy and numeracy needs;
- residents of rural and remote communities.

Beyond these groups, and in recognition of diversity, the Gold Coast Institute of Technology aims to respond to the needs of the local community for example:

- young and mature age people;
- people in transition from institutions;
- people who are socioeconomic disadvantaged; and
- people with family responsibilities.

Implementation of this policy requires equity and diversity considerations to be embedded into all aspects of the Gold Coast Institute of Technology planning and operations.

This may be demonstrated by the development and implementation of strategies for specific equity groups as required by National and State agendas. And where strategies do not exist, the diversity of client/learner needs may be addressed through planning areas such as:

- resource allocation;
- support personnel;
- staff training;
- product development and delivery;
- marketing and promotion; and
- research

All staff employed by Gold Coast Institute of Technology will adhere with access and equity requirements and the Gold Coast Institute of Technology will monitor and review its equity performance in order to:

- comply with national and state legislation and policies;
- meet national and state reporting requirements; and
- model and improve performance to better achieve access, equity and diversity objectives

## Course Admission Policy

This policy is to confirm that if there is some doubt as to the requirements or outcomes of a course, all Gold Coast Institute of Technology students are required to complete an enrolment form prior to the commencement of all training offered by the Gold Coast Institute of Technology

Gold Coast Institute of Technology will provide assistance in clarifying the suitability of the course to the participants' skill. This process will also be used as an initial guide in regards to a student's language, literacy and numeracy skills required to undertake their chosen qualification.

All potential course participants are encouraged to check the competencies and/or learning outcomes of courses to ensure they understand the performance requirements prior to enrolment.

The training costs and fees associated with courses are outlined in the relevant course information and are provided to the applicant at the time initial enquiry is made. On receipt of this Information booklet, please read all the information thoroughly.

Should you wish to apply for Recognition of Prior Learning, please speak to administration.

Once your enrolment documents are submitted to Gold Coast Institute of Technology, our administration team will process your documents and respond via e-mail.

## Client Selection

Gold Coast Institute of Technology will use a range of procedures in its selection of students for entry into courses. Information used as selection criteria may include relevant skills, experience and career plans. Various courses at the Gold Coast Institute of Technology may require a different type of selection criteria, however the common selection criteria utilised by the Gold Coast Institute of Technology is as listed below:

- The ability and commitment of the potential student to complete the course
- Why the applicant wishes to enrol in the course and how this course is relevant to their personal career plans
- Any other defined relevant National Training Package pre-requisites
- Students may be eligible for the Queensland Government Certificate 3 Guarantee Funding Program OR the Queensland Government Higher Level Skills Funding Program-details can be found at:
  - <https://training.qld.gov.au/training/incentives/certificate3>
  - <https://training.qld.gov.au/site/training/Documents/incentives/hls-factsheet-student.pdf>

## Issuing of Qualifications

This policy is to confirm that on successful completion of a course or nationally recognised training package qualification the Gold Coast Institute of Technology will issue all AQF Qualifications and Statements of Attainment within 21 days of the training programs completion.

Statements of Attainment issued by the Gold Coast Institute of Technology will comply with standards outlined in the Australian Qualifications Framework (AQF) Implementations Handbook and in accordance with the requirements of National VET Regulator and ASQA Standards.

Gold Coast Institute of Technology will only issue AQF Qualifications and Statements of Attainment within its scope of registration that certifies the achievements of qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or qualifications, competency standards or modules from accredited vocational courses.

**All fees must be up-to date for work to be assessed and qualifications/ statements will only be issued when all fees are paid in full.**

## Credit Policy

This policy is to confirm that Gold Coast Institute of Technology is committed to the provision of a fair and equitable policy for the terms of credit and refund of course enrolment fees. The scope of this policy includes the provision of all training programs provided by Gold Coast Institute of Technology.

The terms of credit are at the discretion of Gold Coast Institute of Technology and subject to the provision of adequate client identification. Enrolment fees will be invoiced no later than the start date of the course date unless alternate arrangements are made.

Enrolments within thirty (30) days from the date of course commencement will be invoiced with a due date of course commencement. Conditions for refund of course enrolment fees are outlined in our Refund Policy.

## Withdrawal Arrangements

To withdraw from a course you must inform the Gold Coast Institute of Technology via signed and dated letter (hard copy not email), which includes information regarding the date you last attended class (if applicable), modules completed and reason to why you are withdrawing from the course. All fees owing must be paid in full on withdrawing from a course and will be subject to the conditions outlined in our Refund Policy.

## Protection of Student Tuition Fees Paid in Advance

By law, all Registered Training Organisations (RTO) who ask their students to pay fees in advance are required to assure that those fees are protected from the possibility that the RTO is unable to offer the student's course, in particular where the organisation ceases to trade, prior to delivering, or whilst delivering the tuition the student has paid for in advance.

When collecting fees in advance from students, Gold Coast Institute of Technology are able to offer protection of your fees through our membership of the ACPET Australian Student Tuition Assurance Scheme (ASTAS). ACPET has had its Australian Students Tuition Assurance Scheme (ASTAS) approved by ASQA as "an alternative fee protection measure of equal rigour" as outlined in the Standards for NVR Registered Training Organisations, Section 11.3(e), Option 5 and Section 22.3(e), Option 5. This Scheme covers domestic VET students enrolled in full or part-time study in an approved course.

## Australian Student Tuition Assurance Scheme (ASTAS)

The Scheme provides assurance to domestic students that they will receive the training they have paid for. Domestic students must be enrolled as a full or part-time student in an approved programme leading to a nationally recognised accreditation.

## How does it work?

If a provider ceases to provide a VET course of study (or closes), tuition assurance allows enrolled students to complete their course at another provider. Students must be advised of the provider's tuition assurance arrangement when enrolling in a course of study.

Most VET providers meet their tuition assurance requirements through membership with a tuition assurance scheme operator. The Australian Council for Private Education and Training (ACPET) is an approved tuition assurance operator.

In the case of a tuition assurance event, ACPET will contact affected students and provide assistance. The contact details for ACPET's Tuition Assurance Scheme is listed below.

<b>ACPET</b>	
Internet	<a href="http://www.acpet.edu.au">www.acpet.edu.au</a>
Phone	1800 875 474 or 03 9412 5900

<b>ACPET</b>	
Email	<a href="mailto:support@acpetstudentservices.com.au">support@acpetstudentservices.com.au</a>
Postal address	PO Box 551, EAST MELBOURNE VIC 8002

In the unlikely event that GGIT is unable to offer a course you have paid fees for in advance, there are a number of options available to you.

#### Options for students under ASTAS:

- Other ACPET members offering a comparable course will take on displaced students. Only future fees are paid by the student to the new provider (without the need to pay the second provider for any replacement units), or
- the student may obtain a re-credit from ACPET for the prepaid but un-utilised part of their fees.

## Refund Policy

### 1. Policy

- This policy / procedure provides all staff and students information on the conditions under which to apply for a refund for Course Fees in certain procedures.
- The following procedures ensure all students are treated fairly and with integrity when applying for refunds.
- All refund applications are to be submitted to the Administration Officer and the following procedures followed in assessing the application.
- All refund information is made available to students through the enrolment process, and is signed by the student prior to acceptance into the course with Gold Coast Institute of Technology and money accepted from the student.
- All refunds are to be signed off by the Operations Manager and applications will be processed within 14 days of the application being placed.

### 2. Procedure

#### 2.1 Refunds by the (RTO) Registered Training Organisation due to non-delivery of a course will be refunded in full if:

- The course does not start on the agreed starting date
- The course stops being provided after it starts and before it is completed

Refunds under the above conditions will be paid in full to the student within 14 days

The RTO may arrange for another course to be provided to students at no extra cost to the student as an alternative to refunding course money. Where the student agrees to arrange this, the RTO will not be liable to refund the money owed for the original course.

#### 2.2 Refunds based upon student application

All applications for refund must be made in writing by way of the "Application for Refund" form and submitted to the Administration Officer.

**Please note where the student breaches the Gold Coast Institute of Technology Policies and Procedures OR withdraws from the course after the agreed start date "NO" refund is payable.**

- The assessment of the refund applications shall be granted by the Operations Manager as indicated below:

##### **Fee-for-Service Students' Outline of Refunds**

##### **Refunds for Qualification Courses are as follows:**

1. Withdrawal 10 Days or more prior to the agreed start date – Full Refund

2. Withdrawal within 10 days of the agreed start date – 50% Refund
3. Withdrawal after the agreed start date – NO Refund
4. Enrolment cancelled due to misbehavior of the student – NO refund
5. Course withdrawn by Gold Coast Institute of Technology – Full refund

#### **Funded Students' Outline of Refunds**

1. Withdrawal prior to commencement of the course – Full refund
2. Withdrawal after the agreed start date – NO refund\*
3. Enrolment cancelled due to misbehavior of the student- NO refund
4. Course withdrawn by GGIT- Full refund
5. Employer contributions will be refunded in full in all instances if a student withdraws or is suspended, less the full cost of training and assessment the student has accessed up to and including the cancellation date.

### **3. Appealing Refund Decisions**

- All students have the right to appeal a refund decision made by the RTO. Students wishing to make a complaint or appeal the decision made by the RTO should contact Gold Coast Institute of Technology's Operations Manager.
- This policy and the availability of the Complaints and Appeals process, does not remove your right to take action under Australian's consumer protection laws.
- The RTO's complaints and appeals resolution process doesn't remove the student's right to pursue other legal avenues where they feel necessary.

### **4. Further Information**

- If fees have been paid by a third party then the refunds will be payable to that third party.
- Any information that you have provided to the RTO or that the RTO collects about you (including payments and refunds) can be given to authorised State and Commonwealth Agencies, subject to privacy laws.

### **Competency Based Training and Assessment**

Competency Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the inputs are or how the student got here. So long as the student achieves the listed competencies, it does not matter who taught him or her, how or when the training takes place, what resources are used or of what the content material of the curriculum / course consists of.

All assessments conducted by Gold Coast Institute of Technology will observe the following directives as required by the Competency Standards for Assessment from the National Training Package for Assessment and Workplace Training (TAE10) ANTA, 2004 and Standards 18 and 19 of the NVR:

*Competency Based Assessment* - Assessment must take place within a competency based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training and Assessment training package (TAE10) ANTA, 2004; as well as AS/NZS ISO 31000:2009.

- *Validity* - Assessment methods will be valid, that is, they will assess what they claim to assess.
- *Reliability* - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context;
- *Fairness* - Assessment procedures will be fair, so as not disadvantage any learners.

Assessment procedures will:

- be equitable, culturally and linguistically appropriate;

- involve procedures in which criteria for judging performance are made clear to all students;
- employ a participatory approach; and
- provide for students to undertake assessments at appropriate times and where required in appropriate locations;
- *Flexibility* - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment;
- *Recognition of Prior Learning* - Individuals seeking RPL will be able to access an RPL process as described in Gold Coast Institute of Technology supporting Recognition of Prior Learning Procedures.
- *Cost Effectiveness* - Assessment conducted by or on behalf of Gold Coast Institute of Technology will be completed in a cost effective manner. All of Gold Coast Institute of Technology trainers are responsible for determining issues with respect to cost effectiveness such as the timing and frequency of assessment. Decisions made in this regard are to be made clear to all students before they commence their training programs.
- *Validation* - The review of assessment systems and procedures and the outcomes of assessment will be undertaken at regular periods in order to ensure that they are functioning appropriately. The review process is essential in maintaining validity of assessment. The validity of assessment will be addressed within the quality management system. Gold Coast Institute of Technology will utilise a network of consultants to assist in maintaining comparability of all assessments at the delivery level

### **Teaching Methods Used**

Teaching methods will include online and self paced individual activities, workbooks, research activities, case studies, practical demonstrations, video presentations, practical tasks, team building activities, role playing and on the job training as appropriate to the course and level in which you are enrolled.

Please refer to individual course information for outline/structure and time commitment.

### **English Language Proficiency**

English is the language of instruction at Gold Coast Institute of Technology and Proficiency in speaking, listening to, reading and writing English is essential.

### **Industry Placement (IP)**

It is ultimately the students obligation to find practical placement in their field of study. Some students will undergo practical training in our industry related organisations, however there are many other organisations relevant to the field in which you are completing your studies for which can also provide valuable training and experience.

Where students require industry placements, it is compulsory for all students to complete the practicum hours required to successfully complete the course they are enrolled in. Students are responsible for meeting all costs involved in accommodation and travel to and from their industry placement.

### **Resubmission of Work (Re-Assessment)**

While Gold Coast Institute of Technology has a quality assessment process, there are some occasions when reassessment may be required, including:

- Where the student is unable to demonstrate competence at the time of the assessment;

- Where the teacher and / or candidate decide they need to ask a specialist assessor or an industry specialist to jointly collect evidence and make a (competency) judgment;
- A reassessment may be initiated by either the teacher or the candidate

### ***Steps preceding reassessment***

There are four steps that precede reassessment:

- Carefully examine the records and feedback given to the student after the original assessment, including reasons for a 'not yet competent' decision.
- Make sure the student clearly understands what additional skill development and evidence is needed to reach the required standard and allow time for the candidate to practice
- Review the evidence gathering techniques previously used to ensure they are the most appropriate for the candidate and for the elements of the unit / s of competency being reassessed
- Consider whether a specialist assessor or industry specialist is required

### **Complaints and Grievances**

This policy is to confirm that the Gold Coast Institute of Technology recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens. You agree to:

1. Tell us if you are dissatisfied or have any concerns about our products, services, processes or policies.
2. Tell us if you think you have been treated unfairly or unjustly.
3. We will discuss the matter with you and try to resolve the problem.

The Gold Coast Institute of Technology will deal with any complaint and/or grievance in an effective and timely manner. The Gold Coast Institute of Technology has processes in place for all course students to lodge complaints and /or grievances in relation to any matter other than academic decisions in relation to a Gold Coast Institute of Technology course or service.

*The grievance procedure allows for:*

- An informal approach to the person with whom the student has the complaint/grievance.
- An opportunity for the person to formally present his or her case.
- A staff member or the student support officer who has not been involved in the grievance to review the complaint/grievance.
- An independent review by an external grievance consultant or appropriate body.

All complaints and / or grievances are recorded in writing and reviewed at Management Review meetings. Results of all grievances are communicated in writing to the student and a copy of this communication is also kept on file, both on the complaints register and in the student's individual file.

### ***Complaint/Grievance Procedure***

1. Speak to the person with whom you have the complaint/grievance with and try to resolve the issue or problem

IF UNRESOLVED

2. Speak to your Trainer

IF UNRESOLVED

3. Speak to the Training Manager

IF UNRESOLVED

4. Make an appointment with the Chief Executive Officer

If required at any stage during the grievance procedure the student support officer or another member of the Gold Coast Institute of Technology staff is also available for confidential appointments or review the complaint/grievance. This person may act as a mediator if necessary between students or students and staff.

The Gold Coast Institute of Technology dispute resolution process does not circumscribe student's rights to pursue other legal remedies under Australia's consumer protection laws. If the student is still not satisfied with the resolution of the grievance, they are able to seek advice and further assistance from the Department of Employment and Training (DET) or the authorities listed below.

[Equal Opportunity Commission Department of Fair Trading](#) (Sourced: February 2013)

### ***Appeals Process***

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with the Australian Quality Training Framework. A fair and impartial appeals process is available to all students of Gold Coast Institute of Technology. If a student wishes to appeal his/her assessment result, he/she must first discuss the issue with the mentor/assessor.

If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is to be made in writing to the Chief Executive Officer of Gold Coast Institute of Technology outlining the reason(s) for the appeal.

*Grounds for Appeal an application for appeal will be considered where:*

- A student claims a disadvantage because the trainer did not provide a subject outline
- A student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome

- A student claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is approved, Gold Coast Institute of Technology will appoint an independent assessor who will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned.

All appeals are recorded and reviewed at Management Review Meetings. Results of all appeals are communicated in writing to the student and a copy of this communication is also kept on file, both on the complaints register and in the student's individual file.

### **Harassment and Discrimination**

At all times Gold Coast Institute of Technology provides a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying).

At Gold Coast Institute of Technology everyone, regardless of whether they are a student, trainer, administration or support staff, is entitled to expect the same rights.

- The right to learn, teach or carry out their duties
- The right to be treated with respect and treated fairly
- The right to be safe in the workplace emotionally and physically
- The right to have all reports of harassment and discrimination to be treated seriously, impartially and sensitively.
- Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- The right to inform management of any harassment or discrimination and management has the responsibility to take immediate and appropriate action to address it.
- The right to when dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained.
- The right to whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Students have the responsibility to:

- Allow others to learn
- Make Gold Coast Institute of Technology safe by not threatening, bullying or hurting others in any way
- Make Gold Coast Institute of Technology safe by not bringing illegal substances or weapons into Gold Coast Institute of Technology
- Not steal, damage or destroy the belongs of others

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.

Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

## Workplace Health and Safety Policy

This policy is to confirm that the management of Gold Coast Institute of Technology is committed to providing a workplace that is safe and healthy.

Gold Coast Institute of Technology will work together with all relevant employees and key stakeholders in workplace health and safety matters.

Gold Coast Institute of Technology has established procedures for risk management which all employees, contractors, and visitors will be required to adhere to. At all times, action will be taken immediately to correct any unsafe condition, which arises.

We will ensure all levels of our organisation actively participate in workplace health and safety issues, including training and compliance with workplace health and safety requirements.

Gold Coast Institute of Technology will continually monitor and review our workplace health and safety control measures.

### **Workplace Health and Safety Responsibilities:**

Students have an obligation under Section 36 of the Workplace Health and Safety (WH&S) Act 1995 and to comply with Work Health and Safety Act 2011.

- Students **MUST NOT** act in a manner, which endangers the health and safety of themselves or any other person while at Gold Coast Institute of Technology
- Students **MUST** carry out safety directions given by members of Gold Coast Institute of Technology
- Students **MUST NOT** wilfully or recklessly interferes with anything provided in the interests of health and safety at Gold Coast Institute of Technology.

**NOTE:** Students who do not comply with these legal requirements are in breach of the WH&S Act and can be fined under its legislative requirements. Such persons are also in breach of the Student Rules and can face disciplinary action.

Gold Coast Institute of Technology requires all employees, customers, students, contractors and visitors under their duty of care to:

- Act responsibly.
- Comply with all relevant legislation, statutory requirements, working procedures, code of practices and industry standards.
- Where appropriate, wear Personal Protective Equipment (PPE).
- Report, and where practical, rectify hazards and participate in the analysis of accidents.
- Accept responsibility for protection of themselves and others.

*The following procedures and standards must be observed to achieve a safe working and learning environment:*

- Maintain a safe, clean and efficient, working environment

- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations.
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements
- Refer equipment for repair as required
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained
- Ensure student safety at all times
- Ensure procedures for operator safety are followed at all times
- All unsafe situations recognised and reported
- Implement regular fire drills and provide first aid courses to all staff and students
- Display first aid and safety procedures for all staff and students to see
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required a workplace that is safe to work in, with working procedures that are safe to use;
- adequate staff training including topics such as safe work procedures, infection control
- procedures and appropriate hygiene;
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers; and
- a clean and suitably designed work place with the safe storage of goods such as chemicals

All students must refer to their information package for the individual courses that they are enrolled in to see the Workplace Health and Safety guidelines.

### **Student Support/Welfare and Guidance Services Policy**

This policy is to confirm that The Gold Coast Institute of Technology has a commitment to providing equity for students and to eliminating discrimination against students in vocational education and training. People with Language, Literacy and Numeracy problems, a disability and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Gold Coast Institute of Technology

Gold Coast Institute of Technology will access appropriate participant support services, and ensure the necessary support services are provided for participants as required.

Details of participant support services available for our courses are outlined in this Student Handbook, or can be obtained by contacting our office.

Students requiring counselling or support should discuss the matter with their trainer. The trainer will assist where possible, and in the event that further action is required, refer the student to the appropriate personnel or alternatively, the student may wish to contact the relevant organisation themselves from the following list:

### **TAFE Literacy & Numeracy Support Centres:**

Bremer Institute of TAFE	07 3817 3000
Brisbane North Institute of TAFE	13 12 48
TAFE Queensland Language & Literacy Services	07 3244 5488
Metropolitan South Institute of TAFE	1300 657 613
Southbank Institute of Technology	13 72 48

### **Learning Disability:**

SPELD	07 3394 2566
(office closed on Fridays)	1800 671 114
Dyslexia Association of Brisbane	07 3846 1559

### **Deaf and Hearing Impaired:**

Deaf Services QLD	07 3892 8500
Interpreting Services	1300 123 752

### **Vision Impaired:**

Queensland Blind Association	07 3848 8888
Royal Blind Foundation of Queensland	07 3391 9191
Vision Australia	1300 847 466
Brisbane	07 3727 2345
Gold Coast	07 5503 6400

### **Physical Impairment:**

The Independent Living Centre	1300 885 886
	07 3552 9000
Spinal Injuries Association	07 3391 2044
Mobility Services	<a href="http://www.yourcare.com.au">www.yourcare.com.au</a>

### **Psychiatric Difficulty:**

Beyond Blue	1300 22 4636
Mental Health Unit ( QLD Health)	07 3240 2111

This list of organisations is a selection only and current at February 2013; please discuss the matter with Gold Coast Institute of Technology staff if you have any special needs or questions.

Gold Coast Institute of Technology will make every effort to provide as much support as possible within its policies and resources for students to achieve the required level of competency in all accredited courses.

Students may make an appointment at any time to see a student support officer for free advice relating to study on:

- managing your time
- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

The Gold Coast Institute of Technology staff will assist students in how to seek help with local welfare and guidance services.

### **Training Staff**

Gold Coast Institute of Technology will abide by the NVR Standards regarding trainer and assessor qualifications in relation to all training and assessment activities. Gold Coast Institute of Technology will ensure that all of our trainers and assessors will have as a minimum, a following combination of:

1. TAE40110 Certificate IV in Training and Assessment (or deemed equivalence) – to ensure competency in educational delivery.
2. Vocational Qualifications - to ensure knowledge of the occupation or vocation in which the training is being provided.
3. Industry Experience – to ensure the currency and relevance of the training to industry and to the student.

### **Language, Literacy and Numeracy**

Gold Coast Institute of Technology aims at all times to provide a positive and rewarding learning experience for all of its students. The Gold Coast Institute of Technology Enrolment Form asks you to provide information regarding your LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the student to discuss their requirements.

You must ensure that they have discussed with the head Trainer any concerns they may have about your capacity to participate because of any Language, Literacy or Numeracy difficulties.

Where language, literacy and numeracy competency is essential for course students, Gold Coast Institute of Technology will make every effort to ensure that you are adequately supported to enable to complete your training. Some examples of the type of support that Gold Coast Institute of Technology can offer include:

### **Language**

- Present information in small chunks
- Speak clearly, concisely and not too quickly
- Give clear instructions in a logical sequence
- Give lots of practical examples
- Encourage students to ask questions
- Ask all questions to ensure students understand

### **Literacy**

- Providing students only essential writing tasks
- Provide handouts in an audio format via either cassette tape or on CD
- Consider the use of group exercises so that the responsibility for writing rests with more than one person
- Provide examples and models of completed tasks
- Ensure that documents and forms are written and formatted in plain English
- Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used
- Assessments can be conducted using the interview technique where required

### **Numeracy**

- Ask students to identify in words, what the exact problem is and how they might solve it
- Show students how to do the calculations through step by step instructions and through examples of completed calculations
- Help students to work out what math's/calculations/measurements are required to complete the task
- Encourage the use of calculators and demonstrate how to use them.

### **Inductions**

The Gold Coast Institute of Technology conducts a student induction prior to the commencement of all training and assessment. This induction process is for all Gold Coast Institute of Technology students and will include detailed explanations of the following:

- Details of all relevant Gold Coast Institute of Technology staff
- Explanation of the student's right and responsibilities
- Record keeping and access to files
- Training and Assessment Procedures
- Statement of Attainment to be issued
- Grievance Procedure & Appeals Procedure
- Equipment and physical facilities
- Information about the course content and vocational outcomes

- Required student behaviour

### **Minimum Attendance requirement**

A student may have an obligation to attend industry placement in the course they are enrolled in. If a student is absent the Program Coordinator will attempt to contact you. This can be done initially either by phone or email. If a student does not respond to attempts to contact him / her, a formal letter will be sent via registered mail to your address requesting an interview. The student will then be required to provide reasons for non-attendance. Student(s) may also be required to enter into a negotiated plan of action. If a student fails to respond to the formal written letter or fails to show cause as to why they should not be withdrawn or moved to an assessment only pathway they may be withdrawn from the course at the discretion of Gold Coast Institute of Technology.

### ***Procedures if students are away for more than five consecutive days?***

Any student in this position should contact their Program Coordinator immediately. You may be required to provide documentary evidence such as medical certificates. Approval must be attained from your Program Coordinator for any absences exceeding five consecutive days.

### **Examinations/ Course Assessment and Results**

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from 'not yet competent' in the subject being assessed to exclusion from Gold Coast Institute of Technology for a specific period of time.

### **Student Rules**

Gold Coast Institute of Technology aims to provide students with the opportunity to study learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities. Gold Coast Institute of Technology have set rules for all students to adhere to.

**When you sign your enrolment form, you agree to follow the Gold Coast Institute of Technology rules:**

### ***Students' rights and responsibilities***

Students must meet satisfactory academic performance standards.

As a student of Gold Coast Institute of Technology you have the right to:

- ✓ Be given accurate and up to date information about your course and the Gold Coast Institute of Technology procedures.
- ✓ Question unfair assessment results and to appeal the result if necessary
- ✓ Not be charged arbitrary or excessive fees
- ✓ Study in a safe and healthy environment free from prejudice, violence or harassment
- ✓ Access services and facilities provided by Gold Coast Institute of Technology
- ✓ Make a complaint and to have it seriously investigated and responded to

### ***Copyright***

All materials printed and issued by Gold Coast Institute of Technology is copyright. Written permission from the Gold Coast Institute of Technology must be obtained prior to photocopying any materials. Where material has been used from other sources, the original author retains copyright.

### ***Cheating***

A student shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Chief Executive Officer for appropriate action as outlined in disciplinary action.

### ***Vandalism / Theft***

- Defaced equipment, furniture or fixtures on premises under the control of The Gold Coast Institute of Technology
- Was caught stealing

### ***Safety / Hygiene***

- Did not wear appropriate safety clothing or used safety equipment inappropriately Refused to follow safety or hygiene regulations
- Failure to Comply With Directions:
- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building or area
- Refused to obey teacher/supervisor direction

### **Alcohol / Drugs:**

- Drinking an alcoholic drink on premises under the control of Gold Coast Institute of Technology
- Intoxicated and disorderly on premises under the control of Gold Coast Institute of Technology
- Engaging in the taking or selling of drugs. A medical certificate may need to be provided when taking over the counter and prescription drugs for a medical condition.

### **Weapons**

Carried a weapon on their person onto the premises under the control of the Gold Coast Institute of Technology

Used an object as a weapon to threaten or intimidate another person on premises under the control of Gold Coast Institute of Technology

### **Exposure / Decency**

- Acted in a lewd way
- Engaged in sexual behaviour

### **Misconduct**

Misconduct is a disciplinary offence and includes but is not limited to:

1. Wilfully obstructing or disrupting any the Gold Coast Institute of Technology meeting, activity, assessment.
2. Wilfully carrying out behaviour that may be detrimental to the health and safety of other student or staff
3. Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
4. Wilfully damaging or wrongfully dealing with any Gold Coast Institute of Technology property, or the property within premises under the control of the Gold Coast Institute of Technology of any person
5. Assaulting or attempting to assault any person within the Gold Coast Institute of Technology
6. Drunken and disorderly behaviour on premises under the control of Gold Coast Institute of Technology
7. Cheating and plagiarism
8. Making a false representation as to a matter affecting student status
9. Breach any rules relating to conduct of assessment
10. Any indictable offence which impinges on The Gold Coast Institute of Technology Studies operations
11. Possession of prohibited or dangerous articles
12. Breaching Workplace Health & Safety responsibilities

## ***Disciplinary Action***

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules of the Gold Coast Institute of Technology.

You can appeal against certain penalties. (Refer to Grievance Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased

### ***Consequences of Misconduct:***

If the student is a trainee, any disciplinary action or recommendations, **MUST** be made with due regard to the provisions of the Training and Employment Act 2000.

The following conditions apply to students who are not trainees.

If the student has acted in, or engaged in any misconduct other than 'Serious Misconduct' the following steps shall be taken.

#### **1<sup>st</sup> Offence**

In the instance (a first offence) a verbal warning shall be issued and counselling shall be provided to the student advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student receiving the disciplinary action and this record shall be placed in the student file.

#### **2<sup>nd</sup> Offence**

A Formal written warning will be issued to the student advising them of impending removal of classes if the behaviour continues and there is a need to discipline a 3 time. A record of this written warning shall be documented, dated and signed by the Chief Executive Officer, the person issuing the warning/counselling and also the student receiving the disciplinary action and this record shall be placed in the student file.

#### **3<sup>rd</sup> Offence**

This will result in the removal of academic privilege from the Gold Coast Institute of Technology. The student will be advised of a time to attend a meeting with the Chief Executive Officer and the person issuing the disciplinary action. The student will be provided with the reason for this disciplinary action in writing, and any comments the student makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any 'Serious Misconduct' the following steps shall be taken:

1. The student shall be immediately suspended for 24 hours.
2. The supervisor/trainer shall advise the Chief Executive Officer immediately and provide a written statement, which details the circumstance of the student suspension.
3. The student will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Chief Executive Officer.
4. The student will be provided with the reason for this disciplinary action in writing, and any comments the student makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student receiving the disciplinary action and this record shall be placed in the student file.

5. The student shall also be advised in relation to their right of appeal against certain penalties.
6. The Chief Executive Officer shall give the student a reasonable opportunity to be heard in relation to the misconduct and may then either:
  - a. Modify or dismiss the charge
  - b. Reprimand and warn the student against repetition of the breach of discipline
  - c. Suspend the student for a period not exceeding 14 days, which shall include any period of suspension.
  - d. Remove Academic Privilege

## Privacy

The Gold Coast Institute of Technology operates in compliance with current privacy legislation Privacy Act (1988). All training staff has current knowledge of privacy policies as they relate to an RTO. Gold Coast Institute of Technology required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilized for the purposes of delivery of training and assessment services and compliance requirements according to ASQA and the Department of Education, Training and Employment (DETE) requirements.

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- Individuals wishing to access their own personal records
- Individuals authorising releases of specific information to third parties in writing
- Gold Coast Institute of Technology staff that require the information as part of their job role
- Officers from the Department of Education and Training, the Vocational Education and Training Accreditation Board or their representatives for activities required under the Standards for Registered Training Organisations
- Legal requirements (e.g. subpoena / search warrants / social service benefits / evidence act)

Each individual student will have a personal file for storage of training records. Student training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password).

All trainers / assessors involved in the training program will be informed of their responsibilities under this policy. Requests for access to information can be made by completing the Gold Coast Institute of Technology *Student Record Access Request Form* available from the administration office and the release of information will be the decision of Gold Coast Institute of Technology. Records of student results for each unit of competency will be as per DETE requirements so as to limit the amount of rework.

## APPENDIX 1 - Definitions

**'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**'Confidentiality'** - refers to information kept in trust and divulged only to those who need to know.

**'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

**'Harassment'** - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**'Personnel'** - refers to all employees of the Gold Coast Institute of Technology

**'Racial Harassment'** - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

**'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**'Victimisation'** - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.